

REPUBLIC OF RWANDA



SCHOOL OF FINANCE AND BANKING (SFB)



SERVICE CHARTER FOR THE

SCHOOL OF FINANCE AND BANKING (SFB)

MBURABUTURO - GIKONDO

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Foreword

It is my pleasure to present to you this Service Charter for the **School of Finance and Banking (SFB)**. The Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability. This service charter spells out the role of SFB, and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

Prof. Reid E. Whitlock

Rector,

School of Finance and Banking

The present Citizen's Charter reflects the service provided by SFB to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the SFB which affirms its commitment to deliver the services with:
 - Integrity
 - Judiciousness
 - Courtesy
 - Understanding
 - Objectivity and impartiality
 - Transparency
 - Accountability
 - Promptness
 - Efficiency and effectiveness.
- Details of services delivered by the SFB:
 - Specification of services provided by SFB,
 - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
 - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
 - Clear information about the required document and procedures to get a service in SFB. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by SFB
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of SFB and sets standards for transparency in public services. It is expected that through Citizen's Charter, SFB's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, SFB commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Feedback mechanism

Realizing that SFB cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, SFB expects continuous interaction with citizens seeking its services. For this, SFB has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, SFB encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the SFB takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The SFB is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the SFB and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the SFB to identify "real-time" trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, SFB commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, SFB is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

Information and communication

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, SFB will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
 - Leaflets,
 - Posters
 - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;
- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
 - Search engines
 - Public Websites
 - Partner Websites
 - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.

- Other (mailing lists, web forums).

In brief, our customers include students (and pupils), researchers, private companies, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the SFB to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

Expectations from customers:

In order to serve you better, you can help us improve performance by:

- Treating SFB staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at SFB;
- Providing the SFB with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:

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We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

1. INTRODUCTION

The School of Finance and Banking SFB is a public institution of higher learning and was established in June 2002 by Law No 21/2002 of 28th June 2002. SFB started offering undergraduate programmes in Business Administration (BBA) in January 2006, with the following specializations: Finance, Accounting, Marketing and Human Resources Management.

2. VISION:

To create and disseminate knowledge and develop skills and attitudes that meet business challenges in the global market.

3. MISSION:

To be a quality finance and banking educational institution with high academic, research and professional standards recognized by 2020 at national, regional and international levels.

4. CORE FUNCTIONS:

The core functions of the institution are:

- To develop a market oriented academic curriculum;
- To promote quality teaching and learning;
- To develop research capability and strengthen the dissemination of research findings;
- To attract, develop and retain staff;
- To promote Student support programmes;
- To expand the school's facilities and infrastructure;
- To expand the school's revenue base;
- To promote strategic partnerships and networks;

5. CORE VALUES:

The value statement of the school is "To promote excellence through multi-disciplinary business education, research and training by inspiring and empowering individuals to develop their capabilities to full potential".

6. Services offered by the School of Finance and Banking (SFB).

1. Type of Services: Acquiring TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial From Academic Services

What is the service? Am I eligible?	Acquiring TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial for registered student for that academic year who need to apply for any one of the documents mentioned above as a proof of being a student or has been a student of SFB.
Department to be approached	Academic Services Unit specifically offices of BBA Coordinators (Day Time BBA Coordinator for Day Time students and Evening Time BBA Coordinator for Evening Time Students)
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 9:30 pm for Evening Time Students
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	One working Day
What, if any, are the costs for accessing the service?	Application fee of 5000 Rwf for each of the documents mentioned above
What documents are required?	<ul style="list-style-type: none"> - Application letter - A copy of a recent student ID - One recently taken passport photo - Receipt of payment of application fee stamped from Finance Unit
What is the procedure?	Go to relevant BBA Coordinator's office Submit your application along with all the requirements Provided that your application is in order, you will be asked to come back in one day after the submission of your application
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank of Kigali (SFB Branch) for payment
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector Academic Affairs.
Is there any additional information regarding this service that is useful to know?	Always visit SFB website www.sfb.ac.rw for information. For further information call on this telephone number: 0788597431 or 0788304391 during office hours.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB)

2. Type of Services: Acquiring an Admission or Registration for BBA Students

What is the service? Am I eligible?	Acquiring an Admission or Registration for BBA Students For new applicants, you need to have A Level Certificate From Rwanda National Examination Council allowing you the access for higher studies. For Continuing students, they need to be active students having the status of being promoted to the following year or repeating that year.
Department to be approached	Academic Services Unit specifically the office of Admission and Registration
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 9:30 pm for Evening Time Students
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 months: For new applicants, they have to wait for the selection process which cannot take longer than 3 months. Admitted students have the right to register for two weeks. For continuing students, they register Immediately
What, if any, are the costs for accessing the service?	Application fee for New private students is 3000Rwf and 28000Rwf for new government sponsored students. Both private continuing students and new admitted private students are entitled to pay a certain amount fixed every year before registration e.g 228000 Rwf for the last academic year. Continuing Government sponsored students pay a registration fee of 28000 per year.
What documents are required?	For new applicants both private and Government have to: <ul style="list-style-type: none"> - fill an application form - present 2 copy of the national ID - 3 recently taken passport photos - Report forms of Senior 5 and Senior 6 - Receipt of payment of application fee stamped from Finance Unit - 2 notified copies of results slip from Rwandan National Examination council For continuing students, they need to fill the registration form and attached the relevant bank slip stamped by Finance Unit.
What is the procedure?	<ul style="list-style-type: none"> - Go to the Admission and Registration office - Submit your application along with all the requirements (new applicants) - Provided that your application is in order, you will be required to wait for the selection process which might take not more than 3 months. - Submit your filled registration form with bank slip attached (continuing students) and registered immediately.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank of Kigali (SFB Branch) for payment
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector Academic Affairs.
Is there any additional information regarding this service that is useful to know?	Always visit SFB website www.sfb.ac.rw for information. For further information call on this telephone number: 0788597431 or 0788304391 during office hours.
Available forms	Application and Registration forms
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB)

3. Type of Service: Complaint about Missing / Examination Booklet, Attendance Marks in the Academic Services

What is the service?	Complaint about Missing / Examination Booklet, Attendance Marks in the Academic Services
Am I eligible?	For Continuing students, they need to be active students. Having done the CAT/Exam or having attended classes claiming for.
Department to be approached	Academic Services Unit specifically the Relevant Department which forward the claim in the Examination office for missing CAT/Exam Booklets and Data Entry office through the Academic services BBA Coordination Offices.
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 9:30 pm for Evening Time Students
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Two working days
What, if any, are the costs for accessing the service?	None
What documents are required?	For one to claim for the mentioned services, she/he need to present the: <ul style="list-style-type: none"> - Application letter - Copy of a student ID - Supporting documents for her/his claim
What is the procedure?	Go to Academic Services (Concerned BBA Coordinator) in case of attendance claim or in Concerned Department in case of missing CAT/Exam Booklet.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website www.sfb.ac.rw for information. For further information call on this telephone number: 0788304391 during office hours.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB)

4. Type of Service: Acquiring a remarking, a special CAT/Exam

What is the service? Am I eligible?	Acquiring a remarking, a special CAT/Exam: For Continuing students, they need to be active students. having done the CAT/Exam or having attended classes claiming for.
Department to be approached	Academic Services Unit specifically the Relevant Department which forwards the claim in the Examination office for missing CAT/Exam Booklets and Data Entry office through the Academic services BBA Coordination Offices.
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and 5:30 pm to 9:30 pm for Evening Time Students
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Two working days
What, if any, are the costs for accessing the service?	Application fee for Complaining a remarking is 10,000Rwf. No application fee for claiming a special CAT/Exam
What documents are required?	For one to claim for the mentioned services, she/he need to present the: <ul style="list-style-type: none"> - Application letter - Copy of a student ID - Supporting documents for her/his claim (Relevant Medical certificate from a recognized Government Doctor/other relevant documents supporting the claim (case of Special CAT/Exam) - Receipt/Bank slip of payment of complain fee (case of remarking)
What is the procedure?	<ul style="list-style-type: none"> - Go to Academic Services (Secretariat) in case of claiming for a special CAT/Exam and submit your complete application dossier. You will get a feedback after two days - In case of Remarking go to Relevant Department and submit your application. You will get the feedback of remarking after 2 weeks.
What, if any, other institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents)	Bank of Kigali (SFB Branch) for payment
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website www.sfb.ac.rw for information. For further information call on this telephone number: 0788304391 during office hours.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Examination Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB)

5. Type of Service: Acquiring a student examination and replacement of lost student ID

What is the service? Am I eligible?	Acquiring A student examination and replacement of Lost Student ID: For Continuing students, they need to be active students. Registered for that Academic year.
Department to be approached	Academic Services Unit specifically office of Admissions and Registration
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	Immediately
What, if any, are the costs for accessing the service?	Application fee of 5000Rwf for a lost Student ID and 2000Rwf for a lost Examination card. No other fee if you are acquiring Student/Examination ID for the First time
What documents are required?	<ul style="list-style-type: none"> - No documents required to have a Student/Examination ID for the first time - For a lost Student/Examination ID one need to have a clearance from Library or Finance - Receipt/Bank slip of payment of application fee (case of lost Student ID / Examination ID)
What is the procedure?	<ul style="list-style-type: none"> - Go to Academic Services Unit specifically in Admissions and Registration office.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank of Kigali (SFB Branch) for payment
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Academic Services ; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website www.sfb.ac.rw for information. For further information call on this telephone number: 0788304391 during office hours.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB)

6. Type of Service: Acquiring TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial from MBA Unit

What is the service? Am I eligible?	Acquiring TO WHOM IT MAY CONCERN, Recommendation Letter or any other Testimonial from MBA Unit: Once you have been or you are a registered student of MSM-SFB Outreach MBA Program you can apply for any of the documents mentioned above.
Department to be approached	MBA Unit
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	One working Day
What, if any, are the costs for accessing the service?	None
What documents are required?	Application letter-hard copy or email the request
What is the procedure?	Application should be addressed to the MBA Academic Coordinator Submit it to MBA Administration Coordinator After thorough verification of your registration and the academic records, if everything is in order, you will be asked to come back the next day to collect the signed and stamped document.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the MBA Academic Coordinator ; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on these mobile telephone numbers: 0788737424 (Dr.Murty) or 0788855448 (Mr.Vianney) during office hours.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB)

**7. Type of Services : Admission/Registration-to Apply and get registered in
MSM-SFB OUTREACH MBA PROGRAM**

<p>What is the service?</p> <p>Am I eligible?</p>	<p>Admission/Registration-to Apply and get registered in MSM-SFB OUTREACH MBA PROGRAM:</p> <p>For an applicant to get admission into MBA Program, you need to have a Bachelor's Degree with a minimum of 60% overall grade, should have qualified TOEFL with a minimum score of 570 (paper-based)/230 (computer-based)/ 88 (internet-based) or IELTS with a minimum score of 6.5 and also should have put in a minimum of THREE years of work experience.</p>
<p>Department to be approached</p>	<p>MBA Unit</p>
<p>When can I access the service?</p>	<p>Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</p>
<p>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</p>	<p>Two to Three months from the last day of submission of your application to SFB until you receive admission letter from MSM, The Netherlands.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>No fee for getting application forms.</p> <p>If selected and admitted into the program by SFB/MSM, you are entitled to pay RWF 42,000 towards registration fee and a total tuition fee of Euro 7,700 for the two year MBA program in THREE installments as shown below;</p> <ol style="list-style-type: none"> 1. Euro 3,000-Before the First Exam of Foundation Segment 2. Euro 2,350-Befor starting of MSM Core Segment 3. Euro 2,350-Before starting of Specialization Segment
<p>What documents are required?</p>	<p>Two sets of application forms for SFB and MSM along with the following documents are required:</p> <ol style="list-style-type: none"> 1. Duly filled-in application forms-SFB and MSM. 2. Certified copies of the Bachelor's degree (s), including a certified English translation thereof – if needed. 3. Certified copies of academic transcript embossed with the seal of the issuing university, including a certified English translation thereof – if needed. 4. Three filled in and signed Referee Report forms, each with a recommendation letter attached. The recommendation shall be given by persons who are well acquainted with the applicant's work and studies and are in the position to judge the his/ her abilities to pursue a master's degree. One recommendation should be from the applicant's current employer. 5. Proof of working experience: letters from employers on letterhead paper, stating the applicant's job responsibilities.(Minimum required is 3 years of working experience) 6. Test of English as a Foreign Language (TOEFL) with 570 scores or its equivalent. 7. A personal resume in English. 8. An official Graduate Management admission Test (GMAT) score of 500 and above is recommended 9. A statment of motivational letter for MBA study 10. A copy of the passport/National ID card 11. Two passport size photos
<p>What is the procedure?</p>	<p>After fulfilling all the prerequisites for admission, you can obtain the application form either from the MBA Unit or download from the SFB website.</p> <p>- Submit the filled-in application form along with all the required</p>

	<p>documents to the MBA Unit</p> <ul style="list-style-type: none"> - The screening of application forms will be done at SFB followed by MSM at The Netherlands. This selection process may take two to three months - If selected by SFB/MSM, finally you get your admission letter from MSM
What, if any, other institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents)	Bank of Kigali (SFB Branch) for payment
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the MBA Academic Coordinator ; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on these mobile telephone numbers: 0788737424 (Dr.Murty) or 0788855448 (Mr.Vianney) during office hours.
Available forms	Application Forms
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB) • MSM Rules and Regulations

8. Type of Service: Complaint about attendance, missing correction of grade in outside of Class Assignments/Final/Re-Sit Examination/Master Thesis Defense to the MBA Academic Coordinator

What is the service?	Complaint about attendance, missing correction of grade in outside of Class Assignments/Final/Re-Sit Examination/Master Thesis Defense to the MBA Academic Coordinator
Am I eligible?	For registered, continuing and regularly MBA student, having attended all the courses, done outside class assignments/final/re-sit examinations and defended master thesis
Department to be approached	Electronic submission of complaints to MBA Academic Coordinator/MSM Outreach MBA Coordinator
When can I access the service?	Monday to Friday: Any time
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	- One week if the course is delivered by SFB Faculty Member - One to two weeks if the course is delivered by MSM Faculty Member
What, if any, are the costs for accessing the service?	None
What documents are required?	Electronic proof of the document need to be attached to the email complaint
What is the procedure?	The complaints will be forwarded to concern SFB/MSM faculty to resolve the issues if claims are genuine
What, if any, other institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents)	N/A
Is there a complaint procedure?	Complaints can be addressed either in electronic form or in writing or in person to the MBA Academic Coordinator; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on these mobile telephone numbers: 0788737424 (Dr.Murty) during week days.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB) • MSM Rules and Regulations

9. Type of service: Allotting of Master thesis supervisor/MSM-SFB Outreach MBA Program

What is the service? Am I eligible?	Allotting of Master thesis supervisor: Once you have been or you are a registered student of MSM-SFB Outreach MBA Program, you can get a supervisor either from SFB or MSM to complete your master thesis. -If you have failed twice, you need to re-register for the Performance segment
Department to be approached	MBA Academic Coordinator/MSM Outreach MBA Coordinator
When can I access the service?	After completion of the specialization segment
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	- One week for allotment of SFB faculty member as supervisor - One month for MSM to allot supervisors
What, if any, are the costs for accessing the service?	- None for regular and eligible students - Re-registration of Performance segment as indicated by MSM
What documents are required?	If you are a student of previous Intake, not completed master thesis, the following documents are required: - Scanned copy of admission letter - Letter of explanation for the delay - Electronic proof of documents that support your explanation
What is the procedure?	- You are required to submit a research proposal as per the thesis guidelines given by MSM - The submitted research topics/proposals will be circulated among the eligible professors at SFB to select three to four topics of their interest - The remaining will be sent to MSM for allotment among their faculty members - If you are a student from previous Intake, your request will be forwarded to MSM for approval
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank of Kigali (SFB Branch) for payment
Is there a complaint procedure?	Requests can be addressed either in electronic form or in writing or in person to the MBA Academic Coordinator; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on these mobile telephone numbers: 0788737424 (Dr.Murty) during week days.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB) • MSM Rules and Regulations

10. Type of Service: Acquiring a Student/Replacement of Lost Student ID from MBA Coordination

What is the service? Am I eligible?	Acquiring a Student/Replacement of Lost Student ID from MBA Coordination: For a registered student of current Intake of MSM-SFB Outreach MBA Program.
Department to be approached	MBA Unit
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	None
What documents are required?	No documents required
What is the procedure?	Go to MBA Unit specifically to MBA Coordinator Administration
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Requests can be addressed either in writing or in person to the MBA Academic Coordinator; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on these mobile telephone numbers: 0788737424 (Dr.Murty) during week days.
Available forms	None
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB) • MSM Rules and Regulations

11. Type of Services : Borrowing of books and news papers

What is the Service? Am I eligible?	Borrowing of books and news papers: SFB Students, SFB Staff, both, administrative and academic and Private individuals are allowed to borrow books, newspapers, dissertations, theses
Which unit within the public administration do I go to	Library Services Unit
When can I access the service	Business hours: <ul style="list-style-type: none"> - Monday to Friday :from 8:00am-22:00pm - Saturdays : from 8:00am-14:00pm - NB Last Saturday of each month is "Umuganda Rusange": The Library remains closed
Once a request is made or an application is submitted, how long will it take	Immediately
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> - Student ID - Staff (Administrative/Academic) - Private ID
What is the procedure?	<ul style="list-style-type: none"> - The User should have reference of the document needed - The reference is presented to the counter - Once the document presented to the User, the later should fill in the borrowing form
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	None
Is there a complaint procedure	When there is a complaint, the User can contact the Director of Library Services; and when not solved contact the Vice Rector Administration and Finance
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on this telephone number: + 250 (0) 252 57 43 02 during office hours.
Available forms	Borrowing form
Relevant legal documents	General Library Regulations

12. Type of Services: Returning of books and news papers

What is the Service? Am I eligible	Returning of books and news papers: SFB Students, SFB Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations, theses
Which unit within the public administration do I go to	Library Services Unit
When can I access the service	Business hours: <ul style="list-style-type: none"> - Monday to Friday :from 8:00am-22:00pm - Saturdays : from 8:00am-14:00pm - NB Last Saturday of each month is "Umuganda Rusange": The Library remains closed
Once a request is made or an application is submitted, how long will it take	Immediately
What, if any, are the costs for accessing the service?	None: However, if the document is returned late, a fee is payable to the SFB BK account (RWF 1,000) per day and per newspaper. For the textbook it is RWF2,000 per day and per textbook. For the dissertation or the thesis it is RWF5,000 per day and per dissertation or per thesis.
What documents are required?	<ul style="list-style-type: none"> - Borrowed book - Borrowed news paper
What is the procedure?	<ul style="list-style-type: none"> - The User should indicate his (her) name and the returning date to the counter - The User should take back the borrowing form
What, if any, other institutions do I need to visit to access the service? (e.g. for payment of service costs or to get additional documents)	None
Is there a complaint procedure	When there is a complaint, the User can contact the Director of Library Services; and when not solved contact the Vice Rector Administration and Finance
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on this telephone number: + 250 (0) 252 57 43 02 during office hours.
Available forms	None
Relevant legal documents	General Library Regulations

13. Type of service: Accommodation.

What is the service? Am I eligible?	Accommodation to Registered students who need it
Department to be approached	Dean's office Student Association (SFBAS)
When can I access the service?	Beginning of the academic year
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Request is made one month before the new academic year. 2 weeks before the beginning of the new Academic year
What, if any, are the costs for accessing the service?	65,000 rwandan francs per academic year per bed per person
What documents are required?	<ul style="list-style-type: none"> - Application letter to the Dean of students - Copy of national ID card for new students and Students ID card for continuing students - for students with disabilities the medical report is required
What is the procedure?	<ul style="list-style-type: none"> - Submission of the documents in the Dean's Office and a copy in SFBAS office - Fill-in the register - Check on accommodation lists available on notice board after selection. - Once you are given accommodation: - Payment to BK SFB branch - Stamp of the bank slip in Finance Unit - Bank slip to hostel warden
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> - BK for payment (SFB branch) - Stamp of the bank slip in Finance Unit
Is there a complaint procedure?	Complaint can be addressed to the Warden; and when not solved contact Dean of students; and when not solved contact the Vice Rector Administration and Financial Affairs
Is there any additional information regarding this service that is useful to know?	Selection is based on criteria fixed by the ad hoc committee to set priorities Bucket and mattress are found in the room Always visit SFB website: www.sfb.ac.rw for information. For further information call on this telephone number: + 250 (0) 252 57 43 02 during office hours.
Available forms	Room acceptance form for accommodated students Room handover form is required before leaving the room at the end of the academic year.
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Law N° 24/2009 of 08/09/2009 determining the organization and functioning of the School of Finance and Banking (SFB) • Hostel policy

14. Type of service: Trainings of women entrepreneurs by Goldman Sachs 10000 women program

What is the service? Am I eligible?	Trainings of women entrepreneurs : Trainings of women entrepreneurs by Goldman Sachs 10000 women program Rwandan women who would like to expand their small to medium-sized enterprise.
Department to be approached	Goldman Sachs 10000 women program/SFB
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	The days of training and presentations span six months. Participants are expected to attend all nine scheduled sessions as well as the business plan presentations and graduation ceremonies.
What, if any, are the costs for accessing the service?	If admitted to the program, participants will be charged a nominal fee of 10000 Rwandan Francs.
What documents are required?	Filled application form
What is the procedure?	Collecting and filling application forms, Submission, Pre-Selection and interview.
What, if any, other institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents)	PSF, Urwego Opportunity Bank, BPR and Fina Bank, Women for women International, Indego Africa, RCA,
Is there a complaint procedure?	Complaints can be addressed to the program Manager; and when not solved contact the Vice Rector Academic Affairs
Is there any additional information regarding this service that is useful to know?	Always visit sfb website: www.sfb.ac.rw or www.facebook.com/10000womenrwanda for information. For further information call on this telephone number: 0785209112 during office hours.
Available forms	Application forms
Relevant legal documents	None

16. Type of service: TOEFL Test Registration

What is the service?:	TOEFL Registration to anybody who need to register and take the test
Am I eligible?:	
Department to be approached	Business Communication and Languages Department
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Usually, if you register before the registration deadline for the test date of your choice, you get the registration number latest on the exam day. The TOEFL scores (what many people refer to as TOEFL certificate) usually reaches the P.O.Boxes in Rwanda about six to seven weeks. Note: Those who register after the registration deadline or on the test date (standby test-takers) are assigned registration numbers after the test.
What, if any, are the costs for accessing the service?	USD.251.00 (USD.160 of Testing fee, USD. 16 of transfer and USD. 75 for postage and processing fees)
What documents are required?	No documents are required for registration, but on the test day one has to bring: <ul style="list-style-type: none"> - 1 Passport Picture (Photo Passport) - ID (Passport or Identification Card [Irangamuntu])
What is the procedure?	<ul style="list-style-type: none"> - Pay the registration fees - Fill in the registration form before the deadline
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	BANK OF KIGALI (Testing Fee Account #00041036063194)
Is there a complaint procedure?	Email to the test center supervisor for any complaint: eruba71@yahoo.com if not satisfied refer to Educational Testing Services (ETS/TOEFL) at toefl@ets.org .
Is there any additional information regarding this service that is useful to know?	Always visit sfb website: www.sfb.ac.rw for information. For further information call on this telephone number: +250788532299 during office hours.
Available forms	Registration forms Available at the test center or at the reception desk or call 0788532299
Relevant legal documents	None

17. Type of service: Scholastic Aptitude Test (SAT) Registration

What is the service?:	SAT Registration
Am I eligible?:	Anybody who intends to begin university (college) in the US or CANADA can register and take the test
Department to be approached	Business Communication and Languages
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Usually, if you register before the registration deadline for the test date of your choice, you get the registration number latest on the exam day. The SAT scores can be accessed on the website: www.collegeboard.com about four weeks after the test. The SAT scores usually reaches the P.O.Boxes about six to seven weeks. Note: Those who register after the registration deadline or on the test date are assigned registration numbers after the test.
What, if any, are the costs for accessing the service?	USD.170.00 (This includes test fee [US.D.75], transfer fee [US.D. 20.00] and Postage & Processing Fee [US.D. 75])
What documents are required?	No documents are required for registration, but on the test day one has to bring: <ul style="list-style-type: none"> - ID (Passport or Identification Card [Irangamuntu])
What is the procedure?	<ul style="list-style-type: none"> - Pay the registration fees - Fill in the registration form before the deadline
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	BANK OF KIGALI (Testing Fee Account #00041036063194)
Is there a complaint procedure?	Email to the test center supervisor for any complaint : eruba71@yahoo.com if not satisfied refer to the College Board at satinfo@collegeboard.com .
Is there any additional information regarding this service that is useful to know?	Always visit sfb website: www.sfb.ac.rw for information. For further information call on this telephone number: +250788532299 during office hours.
Available forms	Registration forms Available at the test center or at the reception desk or call 0788532299
Relevant legal documents	None

18. Type of service: GRE (Graduate Record Examination) Test Registration

What is the service?:	GRE Registration
Am I eligible?:	Anybody who intends to enroll in graduate school (Masters or Ph.D.) in the US or CANADA or elsewhere can register and take the test
Department to be approached	Business Communication and Languages
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Usually, if you register before the registration deadline for the test date of your choice, you get the registration number latest on the exam day. The GRE scores can be accessed on the website: www.ets.org about four weeks after the test. The GRE scores report usually reaches the P.O.Boxes in Rwanda about six to seven weeks. Note: Those who register after the registration deadline or on the test date are assigned registration numbers after the test.
What, if any, are the costs for accessing the service?	USD.281.00 (This includes test fee [US.D.190], transfer fee [US.D. 16.00] and Postage & Processing Fee [US.D. 75])
What documents are required?	No documents are required for registration, but on the test day one has to bring: <ul style="list-style-type: none"> - ID (Passport or Identification Card [Irangamuntu])
What is the procedure?	<ul style="list-style-type: none"> - Pay the registration fees - Fill in the registration form before the deadline
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	BANK OF KIGALI (Testing Fee Account #00041036063194).
Is there a complaint procedure?	Email to the test center supervisor for any complaint: eruba71@yahoo.com if not satisfied refer to Educational Testing Services at gre@ets.org .
Is there any additional information regarding this service that is useful to know?	Always visit sfb website: www.sfb.ac.rw for information. For further information call on this telephone number: +250788532299 during office hours.
Available forms	Registration forms Available at the test center or at the reception desk or call 0788532299
Relevant legal documents	N/A

19. Type of service: **ENGLISH LANGUAGE TRAINING**

What is the service?:	English Language Training
Am I eligible?:	Anybody who intends to improve his or her English Language Proficiency
Department to be approached	Business Communication and Languages
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm Training follows schedules that are convenient to the target group of learners, usually in the evening (17h30-19h30) Monday to Friday.
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	For a group sent by an institution, the beginning of the training takes place in accordance with the contract as for those who come as individuals, we keep a waiting list and when we get the required number, we call all the students to come for the diagnostic test at the beginning of the learning.
What, if any, are the costs for accessing the service?	Details of the fees are to be fixed depending on the length of the modules (our modules include among others General English taking into account the various levels of proficiency, Business English for various professions, Advanced Writing, Oral Presentation, Language of Meetings, Vocabulary Improvement, TOEFL coaching, etc.)
What documents are required?	No documents are required for registration.
What is the procedure?	<ul style="list-style-type: none"> - Pay the registration fees - Fill in the registration form
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	BK for payment
Is there a complaint procedure?	Address complaints to Business Communication and Languages Head of Department, Phone: 0788532299, email: eruba71@yahoo.com if not satisfied refer to the Vice-Rector of Academic Affairs.
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call on this telephone number: +250788532299 during office hours.
Available forms	Registration forms Available at the department or at the reception desk or call 0788532299
Relevant legal documents	N/A

20. Type of services: Mining certification, actuarial audits, real estate appraisal, general consulting, academic tourism, publishing & printing

What is the service?	Mining certification, actuarial audits, real estate appraisal, general consulting, academic tourism, publishing & printing:
Am I eligible?	Any party involved in one of the businesses, as customer or client, is eligible to approach Prism for further information.
Department to be approached	Prism (EA) Ltd. (can always be reached through the SFB Legal Advisor)
When can I access the service?	During normal working hours or by e-mail, which will be responded to on the first working day after its receipt
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	One working day turn-around to receive a reply to a query.
What, if any, are the costs for accessing the service?	None
What documents are required?	None
What is the procedure?	Varies with the product or service sought. E-mail Prism for a consultation or appointment. To visit Prism, which operates from facilities on the SFB campus, contact the SFB Legal Advisor.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints of neglect, bad service or lack of professionalism can be addressed to the Director of Prism; and when not solved contact the Chairperson.
Is there any additional information regarding this service that is useful to know?	Some of these businesses are awaiting approval of the Central Bank before being fully operational. Always visit SFB website: www.sfb.ac.rw for information. For further information call on this telephone number: + 250 (0) 252 57 43 02 during office hours.
Available forms	None required. Each transaction is different
Relevant legal documents	The Articles of Association of Prism (EA) Ltd., RDB registration, RRA registration. SFB Board and EXCO resolutions creating Prism.

21. Type of services: Procedure for receiving payment for services rendered to SFB

What is the Service? Am I eligible?	Procedure for receiving payment for services rendered to SFB Individuals and/or firms who are seeking payment for the provision of either goods or services to SFB
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 3 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> - 4 copies of the invoice, - Delivery note signed by both parties to the contract, - Bank guarantee if necessary, - Letter of notification, - Contract, - Purchase order, - 1 copy of the Identity card of the supplier - Copy of the request for quotation - Work execution report
What is the procedure?	<ul style="list-style-type: none"> - Go to the Central Secretariat of SFB; - Submit all required documents above; - Provided that your application is in order to be paid within 3 days.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service can be addressed either to the Director of the Finance Unit ; and when not solved contact the Vice rector in charge of Administration and Finance of SFB
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call 0783141290 during office hours.
Available forms	None
Relevant legal documents	None

22. Type of services: Procedure for refunds at SFB

What is the Service? Am I eligible?	Individuals and/or firms who are seeking refund to SFB are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 2 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> - Letter of the request - Copy of the bank slip - Any other document supporting the claim
What is the procedure?	<ul style="list-style-type: none"> - Go to the Central Secretariat of SFB; - Submit all required documents above; - Provided that your application is in order to be paid within 2 days.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service can be addressed either to the Director of the Finance Unit; and when not solved contact the Vice rector in charge of Administration and Finance of SFB
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call 0783141290 during office hours.
Available forms	None
Relevant legal documents	None

23. Type of service: Procedure for receiving invoices from SFB

What is the Service? Am I eligible?	Procedure for receiving invoices from SFB Students and/or firms who are seeking an invoice to SFB are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the invoice should be done within one day.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> - Proof of registration at SFB (Case of students) - Proof of tender award (consultancies)
What is the procedure?	<ul style="list-style-type: none"> - Go to the Secretariat of finance unit; - Submit all required documents above;
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service can be addressed either to the Director of the Finance Unit; and when not solved contact the Vice rector in charge of Administration and Finance of SFB
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call 0783141290 during office hours.
Available forms	None
Relevant legal documents	None

24. Type of services: Procedure for signing of clearance forms at SFB

What is the Service? Am I eligible?	Students and/or Staff who are seeking for a clearance forms at SFB are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the signing of clearance form should be done within one hour.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> - Copy of student ID - Copy of Staff ID - Clearance form filled
What is the procedure?	<ul style="list-style-type: none"> - Go to the Secretariat of finance unit; - Submit all required documents above;
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service can be addressed either to the Director of the Finance Unit; and when not solved contact the Vice rector in charge of Administration and Finance of SFB
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call 0783141290 during office hours.
Available forms	None
Relevant legal documents	None

25. Type of service: Procedure for receiving receipt of payments

What is the Service? Am I eligible?	Students and/or Staff who are seeking for a Receipt of payments at SFB are required to adhere to the steps set out in this procedure.
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the receipt of payments should be done immediately.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	- Copy of the bank slip
What is the procedure?	- Go to the Secretariat of finance unit; - Submit all required documents above;
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service can be addressed either to the Director of the Finance Unit; and when not solved contact the Vice rector in charge of Administration and Finance of SFB
Is there any additional information regarding this service that is useful to know?	Always visit SFB website: www.sfb.ac.rw for information. For further information call 0783141290 during office hours.
Available forms	None
Relevant legal documents	None

26. Type of service: Providing Information on Procurement services of SFB

<p>What is the Service? Am I eligible?</p>	<p>Providing Information on Procurement services of SFB to individuals and/or firms interested in submitting a tender for a contract with SFB in the following areas:</p> <ul style="list-style-type: none"> • Publication of the tenders in the media, Preparation of tender documents, • Carrying out a technical and financial evaluation, • Preparation of opening and evaluation reports and notification of the tender award, • Ensuring the adequate execution of the contract in collaboration with beneficiary departments, • Receipt and safekeeping of bids and other procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.
<p>When can I access the service?</p>	<p>Monday to Thursday: From 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm</p>
<p>Once a request is made or an application is submitted, how long will it take?</p>	<p>The duration of the tender process will vary depending on the type of tender.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Cost of the bidding document.</p>
<p>Cost</p>	<p>100 Rwf/page</p>
<p>What documents are required?</p>	<p>Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.</p>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Individuals and/or firms interested in submitting a tender for a contract with SFB should first purchase the tender document from the Procurement unit of SFB by presenting a payment slip issued by BNR or RRA. • The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract • Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of SFB.
<p>What, if any, other institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents)</p>	<ul style="list-style-type: none"> • National Bank of Rwanda (NBR) • Rwanda Revenue Authority for payment of fees or cost of the tender document • National Tender Panel-handling unresolved complaints
<p>Is there a complaint procedure?</p>	<p>Complaints regarding this service are made in writing to the Vice Rector Administration and Finance/SFB. If following the presentation of a complaint to the VRAF and if your issue remains unresolved you can address your complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit SFB website: www.sfb.ac.rw for information. For further information call telephone: 0788860836/0788514164 during office hours.</p>
<p>Available forms</p>	<p>Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.</p>

Relevant legal documents	Law N° 12/2007 of 27/03/2007 on Public Procurement, Ministerial Order N° 001/08/10/MIN of 16/01/2008 establishing Regulations on Public Procurement and Standards bidding documents
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Approved : **Prof. Reid E. Whitlock**

Rector of School of Finance and Banking

Kigali, on/...../.....